

Policies of our Establishment

All clients to be treated with the upmost respect and care and if you have an issue, please speak with Athena Bernal, the owner concerning the issue. Likewise, clients are to treat and speak to therapist with upmost respect as well or the session may be discontinued.

We ask all to be respectful of others that may be in massage sessions and try to speak in low tones as not to disturb the peace and ambience for other clients.

We are strictly appointment based and may be booked online or by calling. If we do not answer, please leave a message and we will get back with you.

Doors are locked with a sign on the front door while in session for privacy and security.

We accept credit cards (Visa, Master Card and American Express), Checks and Cash. Any returned checks, you will be charged the bank fee and an extra \$20 service fee for the trouble and expense of redepositing.

We ask that you call us 24 hours in advance to cancel any appointment or expect to pay for the service missed before you may book another appointment. We generally give a one time exception. The only exception is we understand if you are sick and under no circumstances do we want you to come in and infect others. All others please give us 24 hours notice.

We ask that you not start conversations about politics or religion with our therapist. We are a no stress zone and we service clients of any faith or political persuasion and we do not allow therapist or other clients to feel uncomfortable or stressed by personal views.

We ask that your arrived 10 to 15 minutes early to fill out health form, which you can print out or fill out health information sent to your email prior to appointment.

If you have health issues, please do not keep the info to yourself as there may be contraindications that may jeopardize your health, all health info is confidential between you and your therapist.

If a therapist believes you have a condition that may be unsafe for massage, they have the right to refuse or end the session at no charge to you. This applies for the protection of our clients, possibly other clients as well as the massage therapist if infectious.

RULES FOR GIFT CERTIFICATES:

All gift certificates that have been or are to be purchased are owned by Elements Healing Arts Center and not for any specific therapist. You may choose the therapist at the time you book and if the therapist is no longer a part of our team, we assure you a good service with another therapist at the next available opening date, but we do not refund gift certificates purchased.

We do not put an expiration date on gift certificates (however we have records of date purchased), and any gift certificate not used after 1 year of purchase goes inactive and there will be a \$25 reactivation fee for any service for 30 to 90 minutes each time (unless waived by owner). Any gift certificate past two years of purchase, whether by hard copy or on file is marked on file as expired and void.

Any gift certificate that you purchase and wish to add a tip on, needs to be specified up front and recorded or will be considered money for services only.

Any gift certificate or money to be used on file, whether a random amount or for a series, if tip amount is not specified in advance of purchase, may not be used as such but must follow our policies:

A service used must be at the current price at the time rendered and a modality from our service menu.

Gift Certificates that are on file, monies may not be used for tips unless specified at the time of purchase and only to be used for services rendered only. If monies are pre-approved for tips, they may not exceed \$20 per session.

Gift Certificates whether hard copy or money on file cannot be sold or transferred to someone else without approval from Elements Healing Arts Center as there are policies for expirations and reactivation fees that may not be understood when transferred.

If money is on file, it must be used by person specified for the gift or must be approved by owner of the establishment. If there is an approved transfer of a gift certificate, the original date of purchase still applies, just as a hard copy gift certificate, the date honored and if not used within the timeframe of 2 years it becomes null and void.

AS OF APRIL 15, 2022, WE HAVE SUSPENDED SALES OF GIFT CERTIFICATES.

If someone wishes to pay for a client's massage, they may do so but a massage must be booked at the time or must already be booked and used at that time specified.

Please be respectful and follow our rules and have a wonderful experience at Elements Healing Arts Center.